

FIG. 1

Applicant Craig R. SHAMBAUGH, et al.  
 Title Method of Optimizing Call Center Resources Based Upon Statistics  
 WELSH & KATZ, LTD , Phone: (312) 655-1500  
 Attorney Docket No. 6065-82965, Sheet 1 of 5

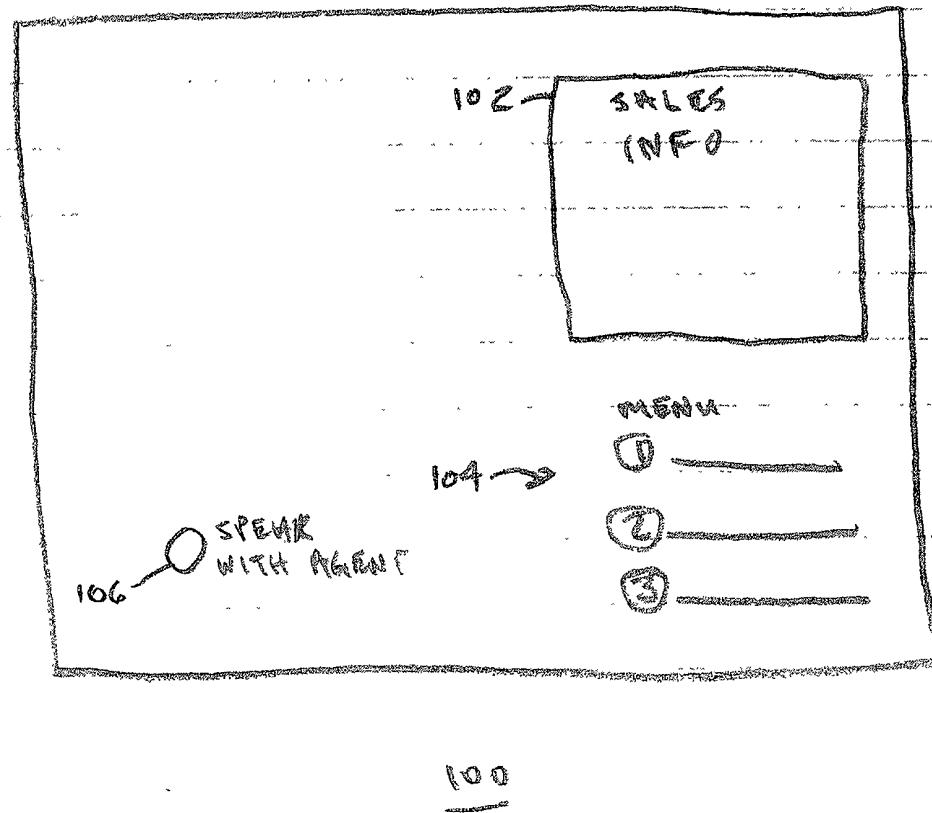


FIG. 2

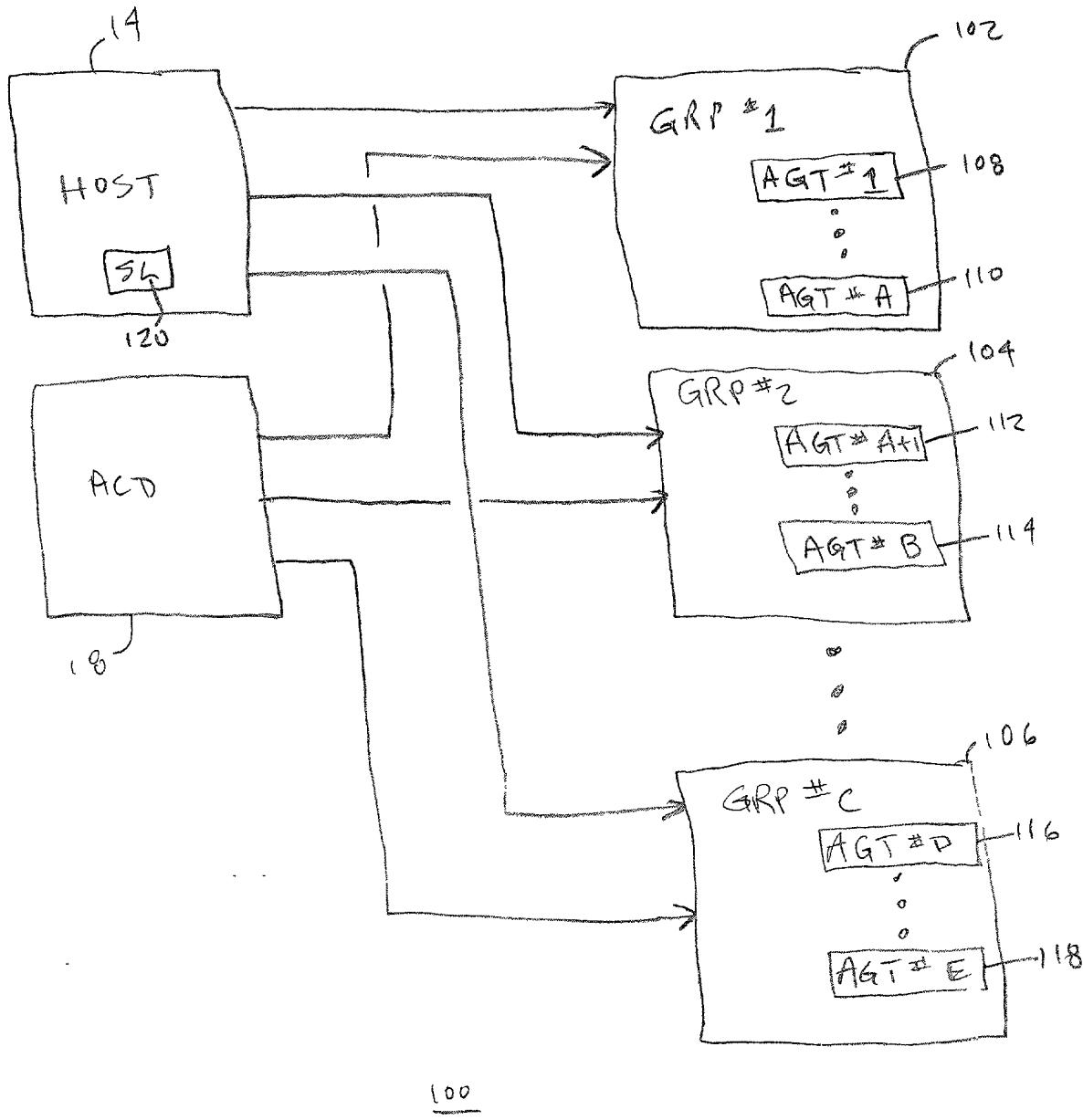


FIG. 3

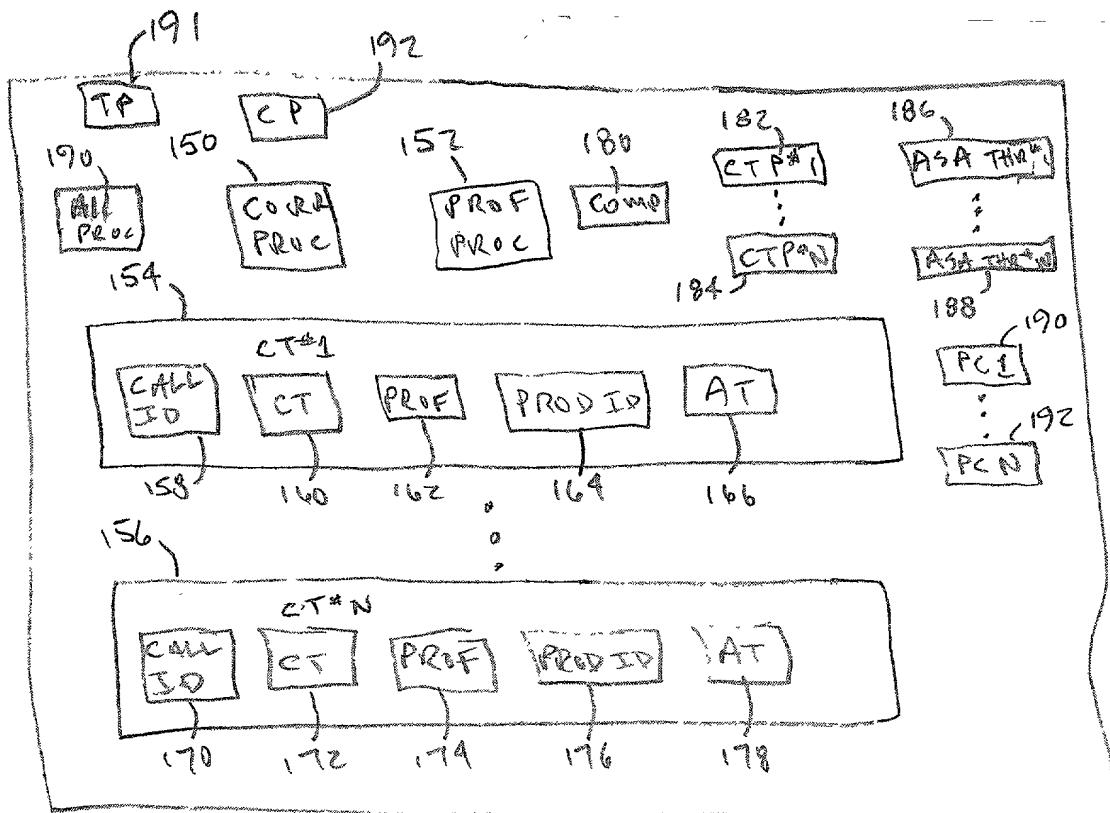
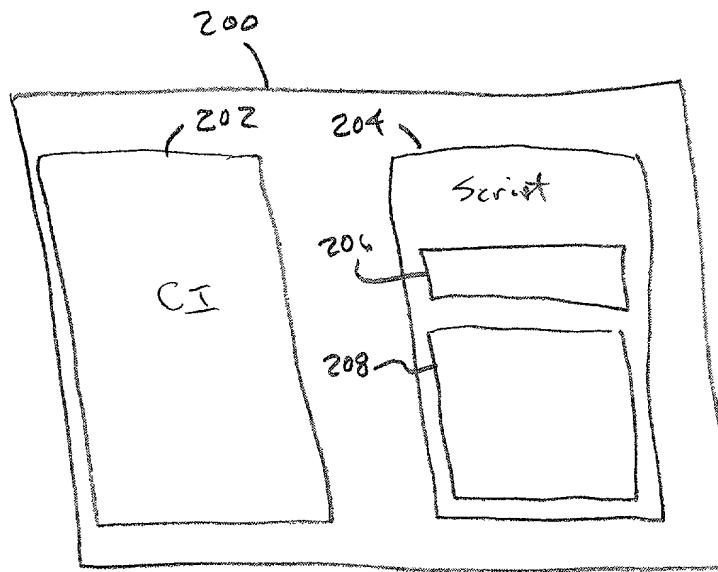


FIG. 4



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FIG. 5